

PART TWO

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PURPOSE

The purpose of the Emergency Operations Plan, Part Two is to provide information on the City's emergency response and recovery operations and to provide job descriptions/checklists and the supporting documentation for each Emergency Operations Center position.

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<p style="text-align: center;">PART TWO MANAGEMENT SECTION</p>
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MANAGEMENT SECTION GENERAL INFORMATION

PURPOSE

To direct and manage the City of Beverly Hills' response and recovery from an emergency in a uniformed, collective, collaborative and coordinated effort.

OVERVIEW

Management is responsible for overall emergency policy and coordination through the joint efforts of City departments, other governmental agencies and private organizations. The elements may include:

- Managing overall emergency response and recovery effort.
- Overseeing and managing the Management, Operations, Planning, Logistics and Finance Sections within the EOC.
- Utilizing the Incident Command System principles.

OBJECTIVES

The overall objective of emergency management is to ensure the effective management of response forces and resources in preparing for and responding to situations associated with natural disasters, technological incidents and national security emergencies. To carry out its responsibilities, the Management Section will accomplish the following objectives during a disaster/emergency:

- overall management and coordination of emergency response and recovery operations, including on-scene incident management as required
- coordinate and liaison with appropriate federal, state and other local government agencies, as well as applicable segments of private sector entities and volunteer agencies
- establish priorities and resolve any conflicting demands for support
- prepare and disseminate emergency public information to inform, alert and warn the public
- disseminate damage information and other essential data

CONCEPT OF OPERATIONS

The Management Section will operate under the following policies during a disaster/emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental fiscal operating procedures will be adhered to unless modified by City Council or Director of Emergency Services (EOC Director) in accordance with the Municipal Code and applicable laws.
- All on-duty personnel are expected to remain on duty until properly relieved of duty.
- Off-duty personnel will be expected to return to work in accordance with their regular schedule or as otherwise directed by the Director of Emergency Services (EOC Director) or appropriate supervisor.

- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational Periods will normally change at 6:00 a.m. and 6:30 p.m. Operational Periods should be event-driven.

City emergency response and recovery operations will be managed in one of three modes, depending on the magnitude of the emergency.

SECTION ACTIVATION PROCEDURES

The Director of Emergency Services (EOC Director) or their designee is authorized to activate the Management Section.

When to Activate

The Management Section may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the Director of Emergency Services (EOC Director). Parts of the Management Section may be activated for smaller events.

Where to Report

EOC responders shall report to the Primary EOC location unless otherwise directed.

When to Report

As directed.

MANAGEMENT SECTION STAFF

The Management role is filled by the Director of Emergency Services (EOC Director) and is established any time the EOC is activated. The City Manager will normally fill this position during an emergency/disaster. The Management team is responsible for advising the Director of Emergency Services (EOC Director) on policy matters. They also assist the Director of Emergency Services (EOC Director) in the development of overall strategy and tactics to mitigate the incident, along with generating rules, regulations, proclamations and orders. The Management Section also includes the following functions:

- City Council
- Policy Group
- Director of Emergency Services (EOC Director)
- Deputy Director of Emergency Services
- Liaison Officer
- Legal Officer
- Public Information Officer
- Safety Officer

City Council

The City Council is the senior policymaking body in the City of Beverly Hills. In the event of an emergency/disaster, the Council is responsible for proclaiming and/or ratifying local emergencies, approving emergency resolutions and orders, hosting VIPs and government officials on tours of affected areas, and providing information to the public as necessary in coordination with the Public Information Officer.

Policy Group

The Policy Group is comprised of department directors from the City staff. In the event of an emergency/disaster, the Policy Group is responsible for ensuring that the Director of Emergency Services (EOC Director) has clear policy direction from the City Council; assisting the Director of Emergency Services (EOC Director) with decision-making; assisting in the development of rules, regulations, proclamations and orders; and ensuring the continuity of government and continuity of operations.

Director of Emergency Services (EOC Director)

The Director of Emergency Services (EOC Director) leads the City's overall emergency response and recovery effort. The Director of Emergency Services (EOC Director) is empowered to proclaim a local emergency when the City council is not in session and is responsible for overseeing and managing all EOC operations; implementing the policies of the City Council; keeping the City Council fully advised on the status of the emergency/disaster; and leading the Policy Group in the development of rules, regulations, proclamations, and orders.

Deputy Director of Emergency Services

The Deputy Director of Emergency Services is responsible for assisting the Director of Emergency Services (EOC Director) in the City's overall response and recovery effort; managing EOC operations and supervising the EOC Section Chiefs; and coordinating with other agencies involved in response/recovery.

Liaison Officer

The Liaison Officer is responsible for serving as the point of contact for any people or organizations from outside the City government structure, including businesses, residents, and representatives from outside agencies; working with the other EOC sections and branches/groups/units to obtain information; ensuring that all relevant information is disseminated to the appropriate outside entities in a timely manner; and overseeing all field liaison positions.

Legal Officer

The Legal Officer, normally an Assistant City Attorney, provides legal counsel to the Director of Emergency Services (EOC Director) in all legal matters pertaining to emergency response and recovery; assists in the preparation of proclamations, ordinances, and other legal documents; and maintains the City's legal records and reports.

Public Information Officer

The Public Information Officer is responsible for providing news and information on the emergency/disaster to the media, the public, and all departments and required agencies; and for ensuring that all information released is accurate, timely, and in accordance with legal and policy guidelines. In larger disasters, as conditions dictate, the Public Information Officer function may expand and a representative may be sent to the Joint Information Center (JIC).

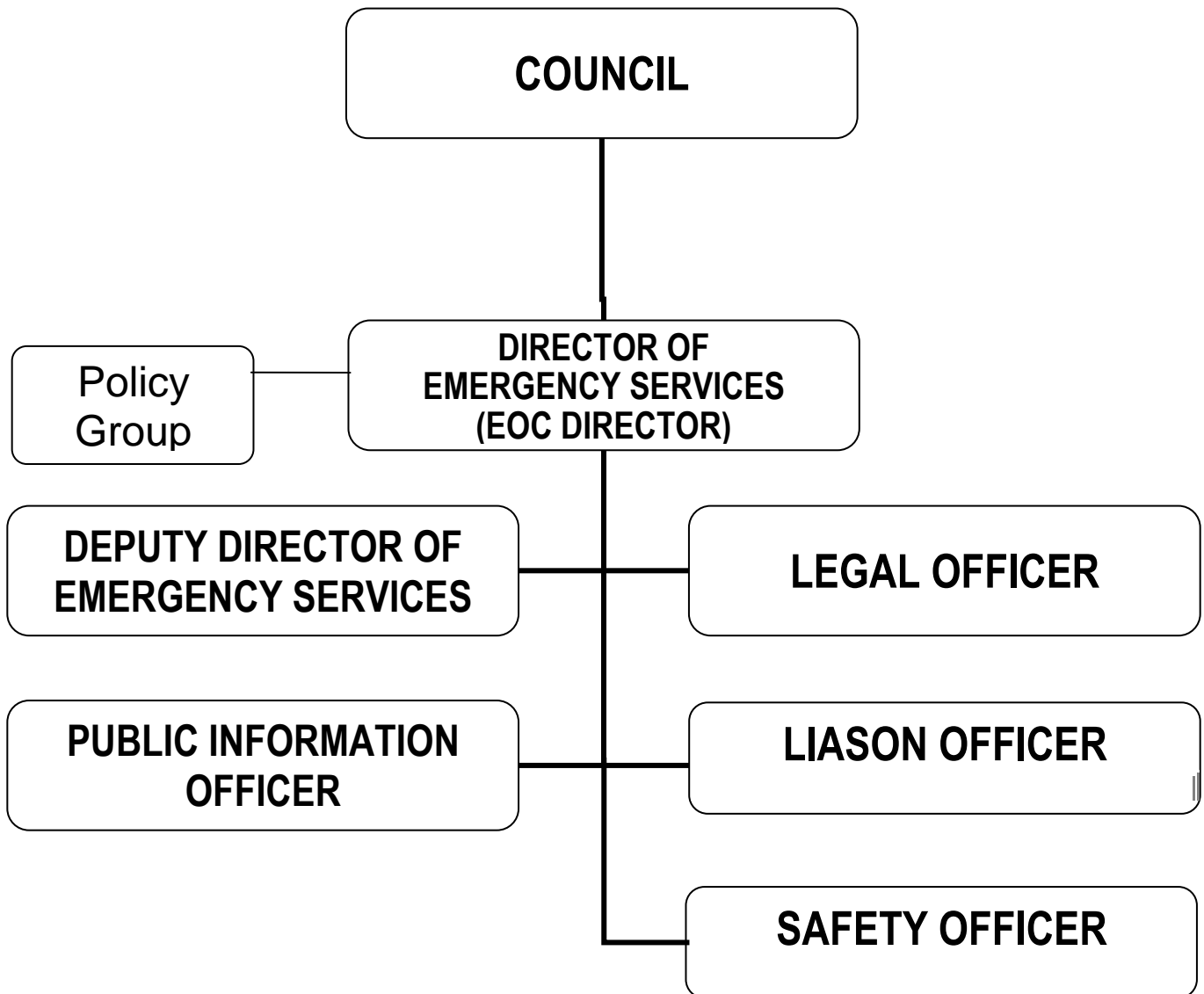
Oversees and supervises the Disaster Hotline. Responsible for all multimedia communications messages including, but not limited to: website, cable, Twitter, Facebook, Nixle, AM Radio, telephone notifications, and other tools.

After receiving a briefing from the Director of Emergency Services (EOC Director), the PIO will establish an area for the media away from the EOC. The PIO will provide news releases, answer questions the media may have and arrange for tours or photo opportunities of the incident. The PIO will coordinate **all** information releases and media contacts with the Director of Emergency Services (EOC Director). If federal agencies establish a Joint Information Center (JIC), the City's PIO will be responsible for sending a representative over to the JIC to represent City interests.

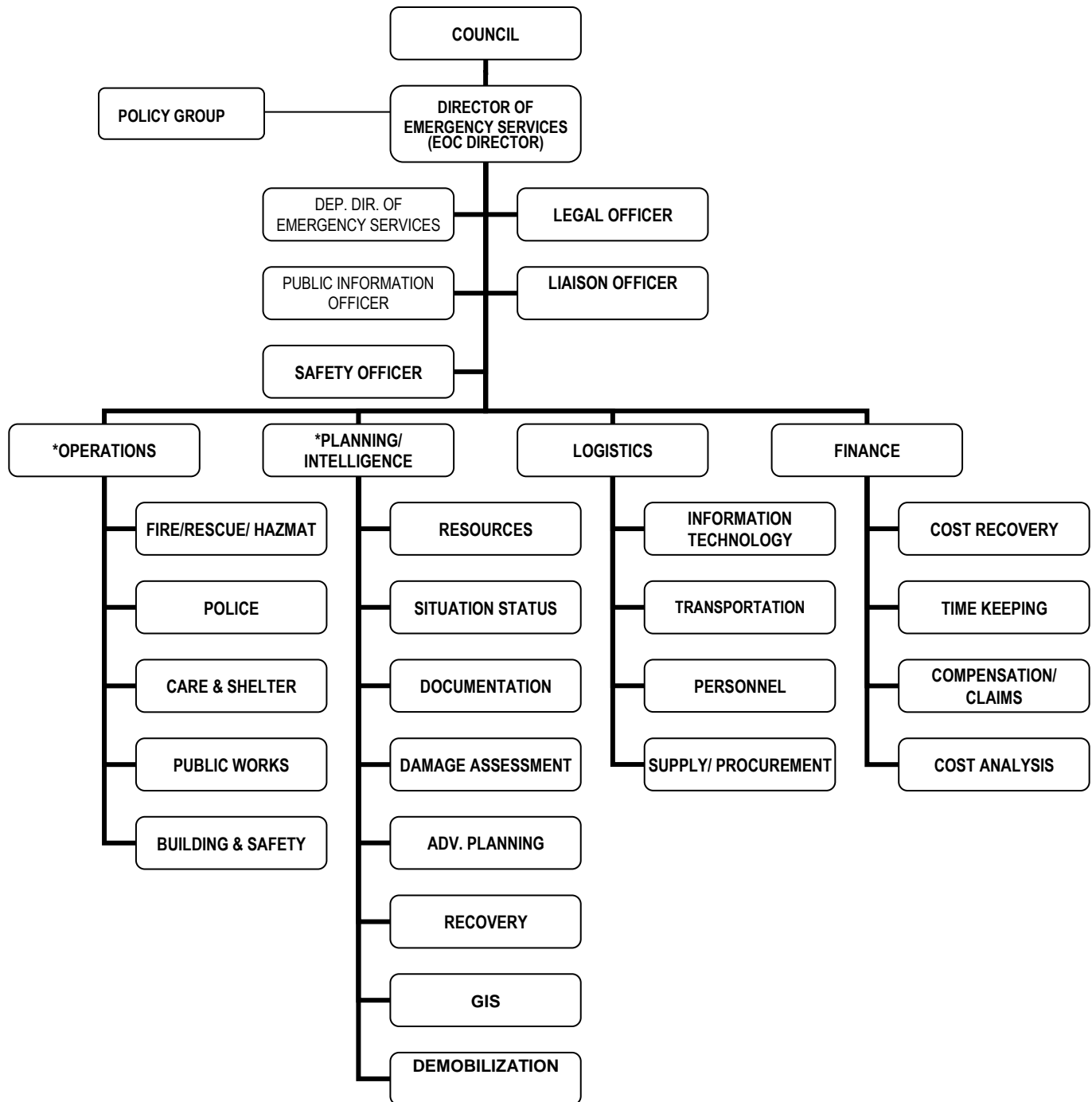
Safety Officer

The Safety Officer is responsible for identifying and mitigating safety hazards and situations of potential City liability during EOC operations; ensuring that all facilities used in support of EOC operations have safe operating conditions; monitoring all EOC and related-facility activities to ensure that they are being conducted as safely as possible; planning for and ensuring that all employees are taken care of if injured; and stopping or modifying all unsafe operations.

MANAGEMENT SECTION ORGANIZATION CHART



SEMS/NIMS ORGANIZATION CHART



* If all elements are activated, a deputy may be appointed to provide a manageable span of control.

Field Units will be coordinating and communication with each of the Branches under the Operations Section. The Incident Command System will be used in the field.

COMMON CHECKLISTS

1. ACTIVATION EOC

- ☐ Follow EOC Activation Procedures Manual found on back EOC wall and in each file drawer.

NOTE: If primary EOC is damaged, report to alternate EOC, Fire Department training room or Public Works lunchroom. Post signs.

2. ASSUME EOC JOB

- ☐ Set up your work station.
- ☐ Open WebEOC and check in.
- ☐ Put on appropriate vest. Print your name on the EOC organizational chart.
- ☐ Obtain preliminary report of the extent of damage. (Try to obtain a “big picture” of the situation and the status of the incident).
- ☐ Begin your WebEOC Activity or hard duty Log (Found on H Drive, EOC Forms or in the EOC storage room). Use other forms as required. Document all actions.
- ☐ Read position checklist. (EOC Position Checklists can be found in an Emergency Operations Plan, WebEOC and on the H Drive/Emergency Operations Plan, on nametag and small EOC checklist book).
- ☐ Ensure you have all needed equipment and supplies.
- ☐ Establish contact with department/field/ DOC/Department head or other appropriate staff and communicate that your branch is fully operational.
- ☐ Obtain briefing from whatever sources available. Verify all key EOC personnel have been contacted.
- ☐ Ensure all EOC functions within your section are staffed. You may have to serve multiple roles until additional assistance arrives.
- ☐ Review the responsibilities of the other positions in your section and within the EOC. Know where to get information and support.
- ☐ Clarify issues regarding assignment and authority.
- ☐ Establish/confirm procedures for:
 - i. Radio communications
 - ii. Computer and data systems
 - iii. Disaster accounting
 - iv. Finance
 - v. Resource requests
- ☐ Coordinate staffing to support 24-hour operations (if required). Plan for two 12-hour shifts per 24 hour per period if required.
- ☐ Develop and implement plan to support EOC and field operations.
- ☐ Respond aggressively to the emergency but consider safety in all actions.
- ☐ Be prepared to provide input for the EOC Action Plan, meetings or policy decisions.
- ☐ Maintain current status boards and displays in WebEOC that you are responsible for.
- ☐ Keep informed on situation and response priorities as established by the EOC Action Plan.
- ☐ Keep your supervisor advised of your status and activities, and on any problem areas that will require solutions.
- ☐ Anticipate potential situation changes; develop options for staffing and response.
- ☐ Request additional resources, as needed, through the Logistics Section or established

ordering procedures.

- ☐ Carefully document information required for cost recovery.
- ☐ Use face-to-face communication whenever possible in the EOC; document decisions.
- ☐ Planning & Intelligence should ensure the City has completed required Operational Area (OARS) reports within 60 minutes of the EOC activation. (See OARS and ESCN Manual).
- ☐ Proclaim local emergency if necessary.
- ☐ Refer media contacts to PIO.

3.COMFORT

- ☐ Open Kitchen.
- ☐ Make coffee.
- ☐ Put out snacks.

4.EOC SHIFT CHANGE (OFFGOING)

- ☐ Brief incoming personnel and identify in-progress activities which need follow-up:
 - A snapshot of the current situation, including anything that has changed since your shift began.
 - Identification of in-progress activities and follow-up requirements
 - A copy of the most current EOC action-plan.
- ☐ Submit completed logs, time cards, etc. for your Section before you leave.
- ☐ Log out of WebEOC
- ☐ Determine when you should return for your next work shift.
- ☐ Leave contact information where you can be reached.

5. EOC SHIFT CHANGE (ONCOMING)

- ☐ Receive a full briefing on the current situation from the person you are relieving.
- ☐ Check-in with your supervisor.
- ☐ Sign in to WebEOC.
- ☐ Follow EOC activation guidelines as appropriate.
- ☐ Make sure you have received the most recent EOC Action Plan.

6. EOC DEACTIVATION CHECKLIST

- ☐ Authorize deactivation of sections, branches or units when they are no longer required.
- ☐ Be sure that all required forms or reports are completed prior to deactivation.
- ☐ Prepare a list of outstanding issues that need to be addressed after EOC has been deactivated.
- ☐ Deactivate the EOC and close out logs.
- ☐ Return all supplies.
- ☐ Prepare proclamation for termination of the emergency, if applicable.
- ☐ provide input to the After-Action Report/Corrective Action Report (AAR/CAR)

MANAGEMENT

CITY COUNCIL

SUPERVISOR: Electorate

POSITION OVERVIEW:

The City Council is the senior policymaking body in the City of Beverly Hills. In the event of an emergency/disaster, the Council is responsible for proclaiming and/or ratifying local emergencies, approving emergency resolutions and orders, hosting VIPs and government officials on tours of affected areas, and providing information to the public in coordination with the Public Information Officer.

NOTE: Council members should refrain from direct involvement with Emergency Operations Center (EOC) activities. The Director of Emergency Services (EOC Director) will provide Council members with all required information and status.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

OPERATIONAL DUTIES:

- Call emergency meetings of the City Council as necessary to proclaim and/or ratify a local emergency and approve emergency orders. Guidelines:
 - three (3) members of the City Council are needed for an official quorum
 - proclamation of a local emergency must be ratified within seven (7) days
 - Emergency Rules and Regulations made by the Director of Emergency Services must be confirmed at earliest practicable time
 - approve extraordinary expenditure requirements as necessary
- Review, at least every 30 days, the need for continuing the Local Emergency. Proclaim the termination of the Local Emergency as soon as conditions warrant.
- On request of the Public Information Officer (PIO) or Liaison Officer, host and accompany VIPs on tours of the disaster area.
- Oversee the release of official statements.
- In coordination with the PIO, conduct media interviews and provide public information.
- Develop or utilize existing citizens' advisory group to address concerns.
- Consider developing an emergency planning task force to discuss concerns and disseminate pre-event planning information and post-event recovery information.
- Consider developing a plan to provide a "citizen and business aid" location, which can be utilized by residents and businesses impacted by the emergency.
- Identify needs of the community and report back to the Liaison Officer
- Encourage post-event discussions in the community to identify potential areas of improvement.

MANAGEMENT

POLICY GROUP

SUPERVISOR: Director of Emergency Services (EOC Director)

POSITION OVERVIEW:

The Policy Group is comprised of department directors. The Policy Group will assist in the development of policies, procedures, rules, regulations, proclamations and orders pertaining to the disaster/emergency will ensure the continuity of government and the department's day to day operations. The Policy Group is responsible for identifying policy issues, providing support, guidance and assisting the Director of Emergency Services (EOC Director) with decision-making, priority setting and the development and implementation of policy which includes seeking or execution of direction from the City Council.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

OPERATIONAL DUTIES:

- Determine if all your Department personnel have been notified or recalled.
- Obtain a briefing or preliminary survey (status, needs, resources) of the emergency from department staff and determine the impact on your Department's capabilities.
- Organize Department; activate employee response teams as needed, check and activate chain of command ensuring key functions from disaster table of organization are fulfilled including EOC assignments. Recommend immediate course of action.
- Complete the initial Department Situation Status Report and update minimally every 12 hours. Use WEB EOC or hard copy to EOC P&I.
- Report to assigned position in EOC.
- Receive initial incident briefing from the Director of Emergency Services (EOC Director) and assist in developing overall City goals.
- In consultation with the Director of Emergency Services (EOC Director), develop temporary policies for managing the strategic aspects of the emergency.
- Ensure Continuity of Government and Continuity of Operations and prepare the City for transition to a recovery organization to restore the City to pre-disaster conditions as quickly and effectively as possible.
- Advise and assist the Director of Emergency Services (EOC Director) and the PIO in developing messages; the release of information to the public and the media; requests for additional resources, requests for release of resources, plans for recovery, and reconstruction and demobilization.
- Identify and communicate to the Director of Emergency Services (EOC Director) and the Policy Group any policy issues, procedural clarifications, situations that need to be addressed or decided.
- Manage department's day to day activities.

MANAGEMENT

DIRECTOR OF EMERGENCY SERVICES (EOC DIRECTOR)

SUPERVISOR: City Council

POSITION OVERVIEW:

The Director of Emergency Services (EOC Director) leads the City's overall emergency response and recovery effort. The Director of Emergency Services (EOC Director) is responsible for overseeing and managing all EOC operations; implementing the policies of the City Council; keeping the City Council fully advised on the status of the emergency/disaster; and leading the Policy Group in the development of rules, regulations, proclamations, and orders.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

OPERATIONAL DUTIES:

- Serve as the Director of Emergency Services (EOC Director) for the City of Beverly Hills as specified in the Municipal Code.
- Manage the implementation of the City of Beverly Hills' Emergency Operations Plan.
- Ensure the Deputy Director of Emergency Services notifies the Los Angeles County Operational Area that the EOC is activated.
- Working with the Policy Group, develop an overall strategy, to include:
 - assess the situation
 - define the problem
 - establish priorities
 - estimate the incident duration
 - determine if there is a need to make an "Emergency Proclamation"
- Approve and implement the EOC Action Plan prepared by the Planning/Intelligence Section.
- Make and issue rules and regulations on matters reasonably related to the protection of life and property as affected by the emergency, including, but not limited to, orders or regulations imposing a curfew within designated boundaries where necessary to preserve the public order and safety. If Emergency Proclamations are needed, see **Part One, Section Four: Emergency Proclamations Templates**

- Conduct periodic Policy Group briefings for the City Council and with the EOC Management Team to update the overall situation.
- Ensure that the City is carrying out its principal duties:
 - ensuring the response is from a city-wide perspective
 - preparing Action Plans and Status Reports
 - implementing operational objectives per the EOC Action Plan
 - providing adequate facility and operational support
 - providing administrative and fiscal record-keeping and support
- Activate organizational elements of the Management Section as needed and designate leaders for each element or combination of elements:
 - Deputy Director of Emergency Services
 - Liaison Officer
 - Legal Officer
 - Public Information Officer
 - Safety Officer
- Request additional personnel through the Personnel Unit in order to maintain 24-hour operation, if required.
- Authorize PIO to release information to the media and to access EAS and other communication tools as needed through appropriate channels. Review messages whenever possible before distribution.
- Monitor performance of EOC personnel for signs of stress or under-performance; initiate Critical Incident Stress Debriefing as appropriate in coordination with Personnel Unit of the Logistics Section.
- Ensure the Safety Officer establishes and maintains a safe working environment.
- Ensure that proper security is maintained in the EOC at all times.
- Ensure that the Liaison Officer maintains effective internal and external agency coordination.
- Set priorities for restoration of city services and the levels of service to be provided.
- Establish the City Government's hours of operation.
- Establish and maintain contacts with Area "A" City Managers.
- Determine if support is required from other jurisdictions; if needed, use the Logistics Section to request mutual aid from the Los Angeles County Operational Area.
- Request the governor to proclaim a state of emergency when, in the opinion of the Director of Emergency Services, the locally available resources are inadequate to cope with the emergency and the city council is not in session.
- Request state aid, including, without limitation, financial aid, equipment, personnel, supplies or anything else that the state or federal government can provide to assist the city in coping with, responding to, or recovering from the emergency situation.
- Keep the City Council fully advised as to the financial conditions and future needs of the City and make such recommendations to the Council concerning the affairs of the City.
- Ensure all City laws are enforced and implement all acts of the City Council in response to the disaster.
- Exercise overall management responsibility for the coordination of the response efforts. In conjunction with the General Staff, set priorities for response efforts and ensure that all agency actions are accomplished within the priorities established.
- Ensure that multi-agency coordination and collaboration is practiced effectively within the EOC and throughout the operation. Response must come from a city-wide

perspective.

- Represent the City in all dealings with public or private agencies on matters pertaining to the emergency.
- Ensure rules and regulations related to disaster response and recovery are consistent with the provisions of the Municipal Code as deemed necessary for the conduct of the various departments under his supervision and direction.
- Authorize the opening of the Disaster Accounting System and supervise administration of disaster-related expenditures.
- To obtain from the other sources such vital supplies, equipment, and other properties found lacking and needed for the protection of life and property, as provided in the emergency provisions of the City's purchasing regulations and, if required immediately, commandeer the same for public use.
- Authorize in writing the use of any gifts of services, equipment, temporary loan of equipment, supplies, goods or other in-kind donations, as necessary to provide for the protection of life and property, regardless of whether the donation comes from public or private sources and report all such gifts used to the City council at its next regular meeting for review.
- Command the aid of as many citizens of this community as he or she deems necessary in the execution of his or her duties, and to grant to public officers, employees, and registered volunteers the authority to command the aid of citizens of this community as they deem necessary in the execution of their duties.

MANAGEMENT

DEPUTY DIRECTOR OF EMERGENCY SERVICES

SUPERVISOR: Director of Emergency Services (EOC Director)

POSITION OVERVIEW:

The Deputy Director of Emergency Services is responsible for assisting the Director of Emergency Services (EOC Director) in the City's overall response and recovery effort; managing EOC operations and managing the EOC Section Chiefs; and coordinating with other agencies involved in response/recovery.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

OPERATIONAL DUTIES:

- Assist the Director of Emergency Services (EOC Director) in the managing of the operation.
- Provide assistance to Section Chiefs as required. Fill vacant positions as needed.
- Assist the Director of Emergency Services (EOC Director) and Policy Group in developing an overall strategy, including:
 - assess the situation
 - define the problem
 - establish priorities
 - estimate the incident duration
 - determine if there is a need to make an "Emergency Proclamation"
- Assist the Planning/Intelligence Section in the development of the EOC Action Plan.
- Ensure all response and recovery is in accordance with the current EOP.
- Ensure the overall operation of the EOC and its components.
- Monitor EOC personnel for signs of stress or under-performance; advise the Director of Emergency Services (EOC Director) and Personnel Unit as appropriate.
- Ensure that all documentation is properly maintained by EOC personnel.
- Facilitate the Director of Emergency Services (EOC Director)'s briefing sessions.
- Work with other agencies as needed. As necessary, verify that requests for assistance have been addressed or forwarded to the appropriate section branch, unit or external agency.
- Ensure that all required reports are made to the Los Angeles County Operational Area.
- Work with Finance Section in ensuring all costs are tracked and ensure appropriate claims are submitted for reimbursement.
- Assist liaison office in coordination with operational area county, state, and federal agencies.

MANAGEMENT

LIAISON OFFICER

SUPERVISOR: Director of Emergency Services (EOC Director)

POSITION OVERVIEW:

The Liaison Officer is responsible for serving as the point of contact to all internal and external individuals, organizations, agencies and customers. This would include but is not limited to: City Council and other elected officials, City Commissioners, City Tenants, City Businesses and residents, the school district and all government, non government and community and faith based organizations and agencies. The Liaison Officer also serves as the liaison to the persons with disabilities and others with access and functional needs community. The position will work with the other EOC sections and branches/groups/units to obtain information and will ensure that all relevant information is disseminated in a timely manner. Oversee all special events, dignitary visits and field liaison positions.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

OPERATIONAL DUTIES:

- Coordinate as needed with all City businesses, schools, community and faith-based organizations, non-governmental organizations, Council Members, Commissioners, dignitaries, and other agencies and entities.
- Coordinate as needed with all local, county, state and federal agencies.
- Serve as a liaison with the above entities, passing information on as appropriate to other sections, units, and departments.
- Oversee all field liaison positions.
- Function as the central point of contact for incoming agency representatives, and handle requests from other agencies to send liaison personnel to other EOCs.
- Problem solve issues with the above named groups.
- Determine with Director of Emergency Services (EOC Director) if a representative from an outside group, agency or organization is required in the EOC, such as:
 - local/county/state/federal agencies
 - schools
 - volunteer organizations
 - private sector organizations
 - utilities not already represented

- Coordinate all on-site agency representatives. Ensure that they:
 - have workspace and arrange for support as necessary
 - have signed into the EOC
 - understand their assigned functions
 - know their work locations and are briefed
 - understand the EOC organization and floor plan
- Interact with other sections and branches/groups/units within the EOC to obtain information, assist in coordination, and ensure the proper flow of information.
- Arrange and coordinate VIP tours with the PIO, Police Department, Director of Emergency Services (EOC Director), and/or City Council.
- Contact representatives from organizations, agencies etc. to determine level of damage to facilities, ability to do business and obtain any intelligence or situation information that may be useful to the EOC and the disaster response and recovery process.
- Compile list of agency representatives (agency, name, EOC phone) and make available to all Section Chiefs and branch/group/unit directors, hotline, PIO etc.
- Maintain the following WEB EOC Status Boards: Business, Public and Private Schools, City Tenant, Critical Government Facilities, and Community Agency Assistance.
- Notify and coordinate with adjacent jurisdictions on status, support and politics.
- Respond to requests from EOC sections/branches/groups/units for businesses, tenant and agency information. Direct requesters to appropriate agency representatives.
- Host and Coordinate stakeholder meetings as needed.

The Liaison Officer is responsible for making recommendations on issues related to persons with disabilities and others with access and functional needs (PWD/AFN) when the EOC is activated. This position will work with other EOC positions as needed to make sure that incident response and recovery functions serve all members of the community in accordance with the Americans with Disabilities Act (ADA). These responsibilities may move to the Building and Safety Department as the incident moves in to the recovery phase.

- Liaison officer is responsible for working with and assisting EOC positions on issues related to PWD/AFN, particularly three key areas: care and shelter, public information, and evacuation.
- Work to make City response and recovery functions ADA compliant.
- Monitor situation reports for potential issues affecting PWD/AFN, and proactively assess the potential needs of the community as response and recovery continue.
- Work with the Care and Shelter Branch to determine shelter needs and assist in providing for the needs of the PWD/AFN community.
- Work with the PIO to disseminate information in an accessible format, and coordinate information regarding AFN issues.
- Work with the Transportation Unit and Police Branch to determine resources and plans for movement of PWD/AFN, and coordinate with the Transportation Unit and Police Department to evacuate persons with disabilities.
- Contact individuals registered with the Beverly Hills Access and Functional Needs Registry and provide needed services
- Reach out to volunteer organizations, disability organizations, and other relevant agencies as necessary to provide resources and services for PWD/AFN community members.

MANAGEMENT

LEGAL OFFICER

SUPERVISOR: Director of Emergency Services (EOC Director)

POSITION OVERVIEW:

The Legal Officer, normally an Assistant City Attorney, provides legal counsel to the Director of Emergency Services (EOC Director) and all City staff in all legal matters pertaining to emergency response and recovery; assists in the preparation of proclamations, ordinances, and other legal documents; and maintains the City's legal records and reports.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

OPERATIONAL DUTIES:

- Advise the Director of Emergency Services (EOC Director) and City Council on areas of legal responsibility, potential liabilities, and the legal implications of contemplated emergency actions and policies.
- Advise the Director of Emergency Services (EOC Director) regarding proclamations, emergency ordinances and other required legal documents. (For proclamations, see **Part One, Section Four: Emergency Proclamations Templates.**)
- In coordination with the City Clerk, prepare proclamations, emergency ordinances and other legal documents required by the City Council and the Director of Emergency Services (EOC Director).
- Develop rules, regulations and laws required for the acquisition and/or control of critical resources.
- Develop emergency ordinances and regulations to provide a legal basis for evacuation and/or population control.
- Commence civil and criminal proceedings as necessary in order to implement and enforce emergency actions.
- Prepare documents relative to the demolition of hazardous structures or conditions.
- Maintain legal records and reports pertaining to the emergency/disaster.
- Monitor activities to ensure compliance with all applicable laws, ordinances, and regulations.
- Assist in interpreting, and compliance with, the federal Robert T. Stafford Disaster Relief and Emergency Assistance Act, California Emergency Services Act, California Disaster Assistance Act, and other appropriate acts, laws, and ordinances.

MANAGEMENT

PUBLIC INFORMATION OFFICER

SUPERVISOR: Director of Emergency Services (EOC Director)

POSITION OVERVIEW:

The Public Information Officer is responsible for providing news and information on the emergency/disaster to the media, the public, all departments and required agencies; and for ensuring that all information released is accurate, timely, and in accordance with legal and policy guidelines. In larger disasters, as conditions dictate, the Public Information Officer function may expand and a representative may be sent to the Joint Information Center (JIC). Oversees and supervises the Disaster Hotline. Responsible for multimedia communication messages including, but not limited to, the website, cable, television, Twitter, Nixle, Facebook, AM radio, emergency telephone notifications, and other tools.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

OPERATIONAL DUTIES:

EOC Operations

- Establish PIO structure. Identify and coordinate all department representatives.
- Open Disaster Hotline. Notify all that hotline is open. Provide sufficient staffing and telephones to efficiently handle incoming media and public calls and to gather status information.
- Keep the Director of Emergency Services (EOC Director) advised of all unusual requests for information and of all major critical or unfavorable media comments. Provide an estimate of the impact and severity and make recommendations as appropriate.
- Interact with other EOC sections/branches/units to exchange information relative to PIO.
- Prepare a briefing sheet to be distributed to all employees and the Disaster Hotline at the beginning of each shift so they can answer questions from the public, such as shelter locations, water distribution sites, DACs, LACs, etc. **(See Part Two, Management Support Documentation)**
- Prepare briefings as required for elected officials, City Council, and the community.
- Coordinate with the Situation Status Unit (Planning/Intelligence Section) and define areas of special interest for public information action. Identify means of securing the information as it is developed.

- If federal emergency teams respond, coordinate activities through the Los Angeles County Operational Area to ensure consistency in local, state and federal information dissemination. If a Joint Information Center (JIC) is established, designate a City representative to the JIC.
- Ensure copies of all information released are maintained in Web EOC and on file.
- Prepare news releases and advise media representatives of points-of-contact for follow-up stories.
- Supervises and ensures operations of the Emergency Disaster Hotline.

Preparation of Public Information

- Coordinate as necessary to ensure that people in the affected areas receive complete, accurate, timely, and consistent information about emergency status, lifesaving procedures, health preservation instructions, and relief services.
- Prepare, update and distribute to the public a Disaster Assistance Information Directory containing locations to obtain food, shelter, supplies, health services, etc. (**See Part Two, Management Support Documentation**)
- Prepare announcements and informational materials for special-needs populations, such as non-English speakers, non-readers, the elderly, hearing/sight/mobility/cognitive impaired, etc.
- Prepare materials that describe the health risks associated with each hazard, the appropriate self-help or first aid actions, and other appropriate survival measures.
- Prepare instructions for people who must evacuate from a high-risk area. Include the following information for each threat: evacuation routes, locations of shelters, and suggestions on types/quantities of clothing, food, medical items, etc. that the evacuees should bring.
- During periods of increased national security concerns, prepare materials that address national security survival tips.
- Broadcast emergency information/updates on local Cable Channels 3/10/35, either through the message board or through live taping of the Mayor, Director of Emergency Services (EOC Director), or other appropriate personnel.
- Supervise and provide updated information to the Disaster Hotline when established.
- Issue timely and consistent advisories and instructions for life safety, health and assistance:
 - what **to do** and **why**
 - what **not to do** and **why**
 - hazardous areas and structures to stay away from
 - evacuation routes, instructions and arrangements for persons without transportation or special needs (non-ambulatory, sight-impaired, etc.)
 - locations of mass-care shelters, first aid stations, food and water distribution points, etc.
 - locations where volunteer workers can register and be given assignments
 - street and freeway overpass conditions, congested areas to avoid, and alternate routes to take
 - instructions from the coroner and public health officials pertaining to dead bodies, potable water, human waste, and spoiled food disposal
 - weather hazards, if appropriate

MANAGEMENT

SAFETY OFFICER

SUPERVISOR: Director of Emergency Services (EOC Director)

POSITION OVERVIEW:

The Safety Officer is responsible for identifying and mitigating safety hazards and situations of potential City liability during EOC operations; ensuring that all facilities used in support of EOC operations have safe operating conditions; monitoring all EOC and related-facility activities to ensure that they are being conducted as safely as possible; planning for and ensuring that all employees are taken care of if injured; and stopping or modifying all unsafe operations.

REFER TO THE COMMON CHECKLISTS IN THE BEGINNING OF THIS SECTION (PAGE 7) FOR GUIDANCE ON GENERAL DUTIES, EOC ACTIVATION, EOC DEACTIVATION, AND SHIFT CHANGE

OPERATIONAL DUTIES:

- Inspect all facilities used in support of EOC operations to ensure safe conditions. Advise the Director of Emergency Services (EOC Director) of any unsafe conditions and actions.
- Identify through the Police Branch who is responsible for EOC security, and coordinate any outstanding safety issues with him/her.
- Ensure Building & Safety is involved in all safety inspections where building damage has occurred.
- Study all facilities the City is using for disaster response and note the location of all fire extinguishers, fire hoses and emergency pull stations.
- Ensure that the EOC site is free from environmental threats, such as radiation exposure, air pollution, water impurity, etc.
- Coordinate with the Personnel Unit to ensure that all personnel are being properly signed in, to include the completion of state-mandated paperwork and the verbal provision of the Disaster Oath.
- Coordinate with the Personnel Unit to ensure that training for personnel includes safety and hazard awareness and is in compliance with OSHA requirements.
- In the event of an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks. Work with Building and Safety.
- Ensure all employees are safe. If needed, establish an employee infirmary. **(See Part Two, Management Supporting Documentation, Employee Emergency Infirmary Plan)**